



**Toni R. Acton**  
Director

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July 2, 2007

Via Electronic Submission

Ms. Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: CG Docket 03-123, DA 07-2762  
AT&T Submission of TRS Complaint Logs for Reporting Period  
June 1, 2006 Through May 31, 2007

Dear Ms. Dortch:

In according with the Commission's Public Notice dated June 22, 2007 (DA 07-2762), AT&T Inc hereby submits its Annual Summary of Consumer Complaints Concerning TRS for the time period June 1, 2006 through May 31, 2007.

If you have any questions, please contact the undersigned.

Sincerely,

A handwritten signature in black ink, appearing to read "Toni R. Acton".

Toni R. Acton  
Director

Attachment

**AT&T RELAY SERVICES**  
**2007 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2006 through May 31, 2007

as of June 7, 2007

	2006							2007						
Maryland	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL	
VOICE	1	0	0	0	0	0	0	0	0	0	0	0	1	
TTY	0	0	0	0	2	0	2	0	0	0	0	1	5	
TOTAL	1	0	0	0	2	0	2	0	0	0	0	1	6	
Pennsylvania	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL	
VOICE	0	0	1	0	0	0	0	0	0	0	0	0	1	
TTY	0	0	0	0	0	0	0	2	0	1	0	0	3	
TOTAL	0	0	1	0	0	0	0	2	0	1	0	0	4	
Virginia	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL	
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0	
TTY	1	0	0	0	0	1	0	0	0	0	1	0	3	
TOTAL	1	0	0	0	0	1	0	0	0	0	1	0	3	
West Virginia	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL	
VOICE	0	0	0	0	0	0	0	0					0	
TTY	0	0	0	0	0	0	0	0					0	
TOTAL	0	0	0	0	0	0	0	0					0	
AT&T Other	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL	
VOICE	1	0	0	0	0	0	0	0	0	1	0	0	2	
TTY	3	2	0	1	0	1	1	0	1	0	1	1	11	
TOTAL	4	2	0	1	0	1	1	0	1	1	1	1	13	
ALL CONTRACTS	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL	
VOICE	2	0	1	0	0	0	0	0	0	1	0	0	4	
TTY	4	2	0	1	2	2	3	2	1	1	2	2	22	
TOTAL	6	2	1	1	2	2	3	2	1	2	2	2	26	

**Note:**

- 1) AT&T Other category complaints are AT&T LDRC, OSD and/or customers from non-AT&T contracted states combined. Includes AT&T Internet Relay contacts.
- 2) ALL Contracts totals all complaints from all reported state services and AT&T Other category.
- 3) Service transitioned to new provider: West Virginia - Feb. 2007

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2006 through May 31, 2007

**Complaint Summary by Category**

*As of June 7, 2007*

<b>Complaint Category</b>	<b>2006</b>							<b>2007</b>					<b>Total</b>
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
<b>Transparency</b>	3												<b>3</b>
<b>Confidentiality</b>													<b>0</b>
<b>Verbatim</b>	1	1			1	1	1			1	2		<b>8</b>
<b>Typing Issues</b>	2	1		1	1	1	2	1	1	1		1	<b>12</b>
<b>In Call Replacement</b>													<b>0</b>
<b>Answer Performance</b>			1					1				1	<b>3</b>
<b>Gender Accommodation</b>													<b>0</b>
<b>Total</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>26</b>

**AT&T RELAY SERVICES  
MARYLAND  
2007 ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2006 through May 31, 2007**

6/10/2007		2006												2007											
MARYLAND		JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL											
VOICE		1	0	0	0	0	0	0	0	0	0	0	0	0	1										
TTY		0	0	0	0	2	0	0	2	0	0	0	0	0	5										
TOTAL		1	0	0	0	2	0	0	2	0	0	0	0	0	6										

**AT&T RELAY SERVICES  
MARYLAND  
ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2006 through May 31, 2007  
Complaint Summary by Category**

6/10/2007		2006												2007				
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total					
Transparency	1	0	0	0	0	0	0	0	0	0	0	0	1					
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0					
Verbatim	0	0	0	0	1	0	0	0	0	0	0	0	1					
Typing Issues	0	0	0	0	1	0	2	0	0	0	0	0	3					
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0					
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	1	1					
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0					
Total	1	0	0	0	2	0	2	0	0	0	0	1	6					

**MARYLAND RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2006 – MAY 2007**

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**June 2006**

**Voice June 20, 2006**

The customer complained the operator tried to interject his/her opinion into the conversation.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Maryland Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 20, 2006

**FCC:** Transparency

**July 2006** -- Nothing to Report

**August 2006** -- Nothing to Report

**September 2006** -- Nothing to Report

**October 2006**

**TTY October 20, 2006**

The customer complained the operator did not provide his/her ID, did not relay the message verbatim, and hung up on him/her.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Maryland Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** October 27, 2006

**FCC:** Verbatim

**TTY October 31, 2006**

The customer complained about the operator's typing skills.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Maryland Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** November 3, 2006

**FCC:** Typing Issue

**November 2006** -- Nothing to Report

**AT&T RELAY SERVICES  
NON-CONTRACT  
2007 ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2006 through May 31, 2007**

6/10/2007		2006												2007					TOTAL
NON-CONTRACT		JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY						
VOICE		1	0	0	0	0	0	0	0	0	0	1	0	0	2				
TTY		3	2	0	1	0	0	1	1	0	1	0	1	1	11				
TOTAL		4	2	0	1	0	0	1	1	0	1	1	1	1	13				

**AT&T RELAY SERVICES  
NON-CONTRACT  
ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2006 through May 31, 2007  
Complaint Summary by Category**

6/10/2007		2006												2007					Total
Category		JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY						
Transparency		2	0	0	0	0	0	0	0	0	0	0	0	0	2				
Confidentiality		0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Verbatim		1	1	0	0	0	0	1	0	0	1	1	0	0	5				
Typing Issues		1	1	0	1	0	1	1	0	0	1	0	0	1	6				
In Call Replacement		0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Answer Performance		0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Gender Accommodation		0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Total		4	2	0	1	1	1	1	1	0	1	1	1	1	13				

**NON-CONTRACT STATES RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2006 – MAY 2007**

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**June 2006**

**TTY June 7, 2006**

The customer complained the CA could not type and misspelled several words.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 7, 2006

**FCC:** Typing Issue

**TTY June 9, 2006**

The customer complained the CA did not relay the call verbatim and then hung up on him/her.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 9, 2006

**FCC:** Transparency

**TTY June 11, 2006**

The customer complained the CA refused to interpret his/her call.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 13, 2006

**FCC:** Verbatim

**Voice June 23, 2006**

The customer complained the CA did not relay the call verbatim and interjected comments during the conversation.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 23, 2006

**FCC:** Transparency

**NON-CONTRACT STATES RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2006 – MAY 2007**

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**July 2006**

**TTY July 27, 2006**

The customer complained the CA did not have good typing skills and the message was garbled.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** July 27, 2006

**FCC:** Typing Issue

**TTY July 29, 2006**

The caller complained that the CA typed slowly, had many spelling errors, and omitted sentences.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Georgia Relay Center and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** July 31, 2007

**FCC:** Verbatim

**August 2006** – Nothing to report

**September 2006**

**TTY September 27, 2006**

The customer complained about the CA for his/her typing skills.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** September 28, 2006

**FCC:** Typing Issue

**October 2006** – Nothing to report

**November 2006**

**AT&T RELAY SERVICES  
PENNSYLVANIA  
2007 ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2006 through May 31, 2007**

6/10/2007											
PENNSYLVANIA											
2006											
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	TOTAL
VOICE	0	0	1	0	0	0	0	0	0	0	1
TTY	0	0	0	0	0	0	0	2	0	1	3
TOTAL	0	0	1	0	0	0	0	2	0	1	4

**AT&T RELAY SERVICES  
PENNSYLVANIA  
ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2006 through May 31, 2007  
Complaint Summary by Category**

6/10/2007											
PENNSYLVANIA											
2006											
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Total
Transparency	0	0	0	0	0	0	0	0	0	0	0
Confidentiality	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	0	0	0	0	0	0	0	0
Typing Issues	0	0	0	0	0	0	0	1	0	1	2
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	1	0	0	0	0	1	0	0	2
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	1	0	0	0	0	2	0	1	4

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2006 – MAY 2007**

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**June 2006** – Nothing to report

**July 2006** – Nothing to report

**August 2006**

**Voice August 20, 2006**

The customer complained he/she had to wait to reach an operator when using relay.

**Category:** Answer/Wait Time

**Escalation:** Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience and assured the customer it would be reported to our Customer Service Department.

**Contact Closed:** August 31, 2006

**FCC:** Answer Performance

**September 2006** – Nothing to report

**October 2006** – Nothing to report

**November 2006** – Nothing to report

**December 2006** – Nothing to report

**January 2007**

**TTY January 2, 2007**

The customer complained about the CA for his/her typing skills.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** January 2, 2007

**FCC:** Typing Issue

**TTY January 19, 2007**

The customer complained he/she had to wait for his/her call to be answered.

**Category:** Answer/Wait Time

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized to the customer for his/her inconvenience.

**Contact Closed:** January 19, 2007

**FCC:** Answer Performance

**February 2007** – Nothing to report

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2006 – MAY 2007**

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**March 2007**

**TTY March 27, 2007**

The customer complained the CA made too many typing errors.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** March 27, 2007

**FCC:** Typing Issue

**April 2007** – Nothing to Report

**May 2007** – Nothing to Report

**AT&T RELAY SERVICES  
VIRGINIA  
2007 ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2006 through May 31, 2007**

6/10/2007		2006												2007					TOTAL
VIRGINIA		JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY						
VOICE		0	0	0	0	0	0	0	0	0	0	0	0	0	0				
TTY		1	0	0	0	0	1	0	0	0	0	0	1	0	0				
TOTAL		1	0	0	0	0	1	0	0	0	0	0	1	0	0				

**AT&T RELAY SERVICES  
VIRGINIA  
ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2006 through May 31, 2007  
Complaint Summary by Category**

6/10/2007		2006												2007					Total
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total						
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Verbatim	0	0	0	0	0	1	1	0	0	0	1	0	0	2					
Typing Issues	1	0	0	0	0	0	0	0	0	0	0	0	0	1					
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Total	1	0	0	0	0	1	1	0	0	0	1	0	0	3					

**VIRGINIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2006 – MAY 2007**

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**June 2006**

**TTY June 13, 2006**

The customer complained the CA did not type clearly.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 14, 2006

**FCC:** Typing Issue

**July 2006** – Nothing to report

**August 2006** – Nothing to report

**September 2006** – Nothing to report

**October 2006** – Nothing to report

**November 2006**

**TTY November 30, 2006**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** November 30, 2006

**FCC:** Verbatim

**December 2006** – Nothing to report

**January 2007** – Nothing to report

**February 2007** – Nothing to report

**March 2007** – Nothing to report

**April 2007**

**TTY April 9, 2007**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**VIRGINIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2006 – MAY 2007**

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**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 10, 2007

**FCC:** Verbatim

**May 2007** -- Nothing to Report

**AT&T RELAY SERVICES  
WEST VIRGINIA  
2007 ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2006 through May 31, 2007**

6/10/2007	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
WEST VIRGINIA													
VOICE	0	0	0	0	0	0	0	0	0				0
TTY	0	0	0	0	0	0	0	0	0				0
TOTAL	0	0	0	0	0	0	0	0	0				0

Note: Service transitioned to new provider as of January 31, 2007.

**AT&T RELAY SERVICES  
WEST VIRGINIA  
ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2006 through May 31, 2007  
Complaint Summary by Category**

6/10/2007	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Category													
Transparency	0	0	0	0	0	0	0	0	0				0
Confidentiality	0	0	0	0	0	0	0	0	0				0
Verbatim	0	0	0	0	0	0	0	0	0				0
Typing Issues	0	0	0	0	0	0	0	0	0				0
In Call Replacement	0	0	0	0	0	0	0	0	0				0
Answer Performance	0	0	0	0	0	0	0	0	0				0
Gender Accommodation	0	0	0	0	0	0	0	0	0				0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

**WEST VIRGINIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2006 – MAY 2007**

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**June 2006** – Nothing to report

**July 2006** – Nothing to report

**August 2006** – Nothing to report

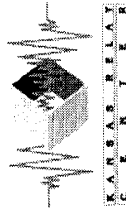
**September 2006** – Nothing to report

**October 2006** – Nothing to report

**November 2006** – Nothing to report

**December 2006** – Nothing to report

**January 2007** – Nothing to report



# Kansas Relay Center

## June : 2006 May 2007

Service Complaints - CA Related	Jun 2006	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Total	Pct
Failure to provide CA ID						1							0	0%
Failure to comply w/caller's Instruction													1	11%
Transparency													0	0%
Attitude													0	0%
Incorrect Procedure													0	0%
Verbatim													0	0%
Accuracy													0	0%
Spelling													0	0%
Unprofessional Call Handling													0	0%
Incorrect Report		1				2	1	1	1	2			8	89%
Other														
<b>Total</b>	0	1	0	0	0	3	1	1	1	2	0	0	9	

Technical Complaints	Jun 2006	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Total	Pct
Sound Clarity/Garbled Messages													0	0%
External Call Routing Issues				1			2	1					4	100%
Connecting w/TRS													0	0%
Other													0	0%
<b>Total</b>	0	0	0	1	0	0	2	1	0	0	0	0	4	

Miscellaneous Complaints	Jun 2006	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Total	Pct
Billing Issues						1							1	100%
Complaint about another TRS													0	0%
Scope of Service													0	0%
Other													0	0%
<b>Total</b>	0	0	0	0	0	1	0	0	0	0	0	0	1	

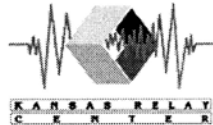
<b>Total Complaints</b>	0	1	0	1	0	4	3	2	1	2	0	0	14	
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TRS Complaint Log  
 Prepared by AT&T for the Kansas Relay Center (KRC)  
 Reporting Period  
 June 1, 2006 – May 31, 2007

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1.	7/24/2006	Customer thought operator had lied because the called number rang with no answer after numerous attempts.	7/24/2006	Operator stated that many attempts were made to call this number, but that there was never an answer.
2.	9/11/2006	Stated the same operator had hung up on her twice and numerous times in the past.	9/11/2006	Queried operator who stated that the connection was lost with the customer today and did not remember instances in the past. Switch records were analyzed to determine cause of disconnection, but were inconclusive.
3.	11/23/2006	Hearing customer stated that operator had reported party was disconnected, when his party stated that they had not hung up. He also stated he was billed for Relay use.	11/23/2006	Operator queried and stated connection was lost. Manager called customer back and reached answering machine, leaving word, twice. Customer never returned call.
4.	11/28/2006	Customer stated we were in error because we refused to complete a TTY to TTY transfer.	11/28/2006	Manager addressed customer explaining that customer was calling from a restricted phone number which would not allow completing a tty to tty transfer.
5.	11/29/2006	Customer reported operator would not respond after incoming call connected.	11/29/2006	Operator did not recognize customer, and switch records inconclusive.
6.	12/16/2006	TTY customer complained about a transformation and lousy service from a Deaf Club.	12/16/2006	SA tried to query customer as to specific complaint but customer became very combative, using profanity and did not give a specific problem, then hung up on Supervisor.
7.	12/16/2006	VCO customer stated operator typed hello when reached an answering machine and stated that he would find out who the operator is and where he hangs out and abuse the operator.	12/16/2006	When operator was queried, he said that he did not reach an answering machine because someone answered. A police report was filed due to the threatening nature of the customer's statement.

**TRS Complaint Log**  
**Prepared by AT&T for the Kansas Relay Center (KRC)**  
Reporting Period  
June 1, 2006 – May 31, 2007

No.	Date of Complaint		Nature of Complaint		Date of Resolution		Resolution	
8.	12/19/2006		VCO customer stated operator hung up on him but did not know the operator number.		12/19/2006		SA apologized to the customer for their trouble. Switch records analyzed to determine source of disconnect, but non-conclusive.	
9.	12/25/2006		VCO customer stated operator hangs up after giving number to call.		12/25/2006		Queried operator who stated responded to customer, but customer did not respond to her.	
10.	1/8/2007		Voice customer hears tty tones upon connection to KRC.		1/8/2007		Created data base profile for customer instructing switch to answer voice first on customers from number.	
11.	1/20/2007		VCO customer stated operator did not notify him of what he had reached and when customer queried operator, operator replied that she had advised ans machine was reached and if he would read his screen, he would know that.		1/20/2007		Supervisor verified operator had indeed advised customer of reached number and told the customer to read his screen by looking at the operator's screen. Developed operator to make aware tone of service/ comment was not appropriate with customer.	
12.	2/21/2007		VCO customer reported was able to connect with only 2 operators. Stated couldn't get operator's text until he hit his escape key and never got any text after another operator's greeting.		2/21/2007		Tests simulating customer's phone number had no connection issues. Believed connection issues due to heavy volumes of traffic and calls being in queue.	
13.	3/19/2007		VCO customer stated operator lied, stating had reached answering machine when his sister did not have an answering machine.		3/19/2007		Queried operator who stated an answering machine was reached, verified called number did have voicemail.	
14.	3/19/2007		Same VCO customer stated operator lied because number called had no answering machine.		3/19/2007		Again, operator stated the called party was answered by voicemail, and verified called number had voicemail.	
15.	5/1/2007		AT&T stopped providing Service for the Kansas Relay Center		n/a		n/a	



# Michigan Relay Center

June 2006 - May 2007

Service Complaints - CA Related	Jun 2006	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Total	Pct
Failure to provide CA ID													0	0%
Failure to comply w/caller's Instruction													0	0%
Transparency													0	0%
Attitude		1	1		1		1		1			1	6	40%
Incorrect Procedure	1				1				1				3	20%
Verbatim													0	0%
Accuracy													0	0%
Spelling													0	0%
Unprofessional Call Handling		1											1	7%
Other	1		1	2				1					5	33%
<b>Total</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>15</b>	

Technical Complaints														
Sound Clarity/Garbled Messages													0	0%
External Call Routing Issues													0	0%
Connecting w/TRS				1								1	2	100%
Other													0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	

Miscellaneous Complaints														
Billing Issues													0	0%
Complaint about another TRS				1									1	0%
Scope of Service													0	0%
Other	1				1		1						3	0%
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	

<b>Total Complaints</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>21</b>	
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**TRS COMPLAINT LOG**  
**PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER**  
**JUNE 1, 2006 - MAY 31, 2007**

<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Resolution</b>
6/1/2006	The customer stated the first part of her call went fine. But when she asked the CA to dial another number, the CA refused and hung up on the customer. The customer did not want a manager to call her back.	6/1/2006	The manager reviewed the complaint with the CA. The CA explained that she did not recall this call. She also explained that she would never refuse to dial another number, or hang up on a customer. The CA stated that it may be possible the VCO customer first stated she did not want a call, but changed her mind. By that time, the CA already disconnected the call.
6/2/2006	The Customer stated the CA hung up on him after he gave her the number to call. He then dialed the Relay Center again and received another CA, who was able to place his call.	6/2/2006	The Supervisor apologized to the customer for the inconvenience. The manager reviewed the complaint with the CA and the CA stated she did not recall such incident and stated she would not hang up on a customer.
6/5/2006	The Customer called the Supervisor line to complain about the CA's asking for the phone company to bill. He did not like the CA's asking this question. He wanted the CA's to stop asking him this question.	6/5/2006	The manager apologized to the customer and explained the CA must ask for the company to bill since the number he was calling was a long distance number. The manager explained this is the policy that the relay center must follow. She also explained that asking for the company to bill is for his protection as well, to ensure he is billed appropriately. The manager suggested that the customer become a profiled customer so that he is not asked which company to bill. It will already be in the system. The customer liked this idea. Profile information was mailed to the customer.
7/5/2006	The Voice customer placed a call through Relay to her client. She stated she heard the CA make two rude and disparaging comments about her client to another CA. The customer stated she was very offended by the CA's comments. She stated she used Relay often and has always admired its professionalism. She has never experienced this before.	7/5/2006	The Manager apologized for this behavior and sent an apology card. The Manager explained this behavior is not condoned by the Michigan Relay Center. The Manager spoke to the CA and placed the complaint in the CA's file.

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<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Resolution</b>
7/12/2006	The voice customer stated the CA was very rude when she received a Relay call. The Voice customer stated she had no idea what kind of call she was on, and was not familiar with relay. The customer stated the CA was very rude when she told her to slow down because she needed to type everything.	7/12/2006	The Supervisor apologized for the inconvenience and asked for a name and address to send an apology card. The customer did not want to give her name or address. She stated she only wanted the Supervisors to be aware of the experience she had. The Supervisor apologized for the incident and explained this is not the practice of Relay. The Customer did not have the CA's number, but the Supervisor made the sure the complaint was still posted in the office.
8/23/2006	The Voice customer stated the CA was rude when asking her to slow down. She stated she did not want to get anyone in trouble, but feels the CA should be more polite when asking customers to slow down.	8/23/2006	The Manager apologized to the customer and offered to send an apology card. The Customer did not want an apology card. The Manager reviewed the complaint with the CA and documented the complaint.
8/26/2006	The customer stated the CA hung up before completing all 8 of the calls she needed to make. The customer stated she told the CA before the first call was placed, that she needed to place 8 calls. However, the CA hung up after the 3rd call was made. The customer also stated that she informed the CA not to type out all the answering messages. But the CA still continued to type out the messages.	8/29/2006	The Supervisor apologized to the customer for the inconvenience. The Supervisor explained that it is our policy that CA's type out all messages. A manager reviewed the complaint with the CA. The manager also made three attempts to contact the customer to follow up. The manager received an answering machine message and the call was not returned.
9/5/2006	The customer was very angry when she called the supervisor line. She stated the CA refused to tell her what the hearing person sounded like. She stated when she asked the CA to tell her the tone, the CA ignored her request.	9/5/2006	The Supervisor was unable to get the customer's name and address to send an apology card for the inconvenience. The Supervisor explained to the customer that the CA's must stay in role at all times. The CA's are encouraged to not make assumptions about an individual's tone. The customer was not satisfied with this policy and felt the CA's should tell the Deaf customers what the hearing person sounded like.

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Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
9/11/2006	The TTY customer stated he called a phone company about his PC. As he tried to write down the information the CA apparently told the customer to pay attention. The customer stated he told the CA to shut up. Then the CA apparently hung up on him.	9/11/2006	The manager apologized for the inconvenience and the frustration. The manager also asked if the customer had a CA number so she could investigate the matter further and contact the customer back with a follow up report. The Customer stated he did not have the CA's number. The manager encouraged the customer to always write down the CA's number. The manager also thanked the customer for reporting this incident, and encouraged the customer to continue to do so. An apology card was sent to the customer's home.
9/19/2006	The TTY customer stated that he waited for quite some time for the CA to answer his call. He stated he saw the CA's number but nothing else after that.	9/19/2006	The customer did not have the CA number despite seeing a number. The manager apologized for the inconvenience and encouraged the customer to always get a CA number so that a manager can investigate the case, and follow up. The Customer stated he understood.
9/25/2006	The voice customer stated that he had three problems with the voice transmissions coming from the Relay center. He stated he could not understand the CA's when they talked and that they spoke too fast for him and would not slow down. He stated the male CA's sounded foreign. The customer stated he was frustrated because he could not conduct business with his client if he could not understand the CA's.	9/27/2006	The manager apologized to the customer for the inconvenience and for his frustration. The manager asked for the time frame in which the calls were placed. The customer stated he was unsure. The customer asked the manager to call the Deaf person he did business with and investigate the matter. The manager called the Deaf customer and discovered that he was not familiar with a TTY. He stated he only used internet relay. The manager called the voice customer back and explained that it was not the Michigan Relay that handled the calls between him and his client, and that it was in fact, the Internet Relay.

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Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
10/10/2006	The Voice customer stated that she did not realize that she gave the CA a wrong number. She expected the CA to let her know that. Instead she received a very rude, " Another number to dial ma'am", then the CA hung up. The customer then dialed relay again, and received another CA who gave her the Supervisor line for complaints. The customer stated that the CA's tone is what prompted her to report this. The customer mentioned she is happy with the Relay service, but did not appreciate this CA's tone.	10/10/2006	The Supervisor apologized to the Customer for this behavior and ensured her that this is not the Relay's policy. The Supervisor thanked the customer for bringing this to the manager's attention. The manager reviewed this complaint with the CA and reminded her of the company's expectation of World Class Customer Service. The CA apologized for her tone and stated she understood. The complaint was documented in the CA's file.
10/20/2006	The customer stated the CA received his call and was given a number to dial. The CA informed the customer that the line was busy. The customer wanted to give the CA a different number to dial, but the customer was unable to do so because his call was disconnected.	10/20/2006	The manager apologized to the customer for the inconvenience. The manager spoke to the CA and reviewed the complaint with the CA. The manager reminded the CA to always ask the customer if he/she would like to place another call. The CA apologized and stated she understood. The complaint was filed. The manager attempted to call the customer back 3 different times to give a follow up report. The Customer's line was busy each time.
10/24/2006	The customer was upset that the CA changed CA's during his call. He felt that there is no reason for a Relay service to change CA's during a call.	10/24/2006	The Supervisor apologized to the customer for the inconvenience. The CA asked the customer if he had the CA's numbers. The Customer stated he did not. The Supervisor explained that sometimes the CA's need to switch due to their shifts being completed or due to lunches or breaks. The Supervisor offered to send an apology card, but the customer declined. A manager attempted to call the customer back to follow up with the complaint. There was no answer.

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Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
12/1/2006	The customer stated that sometimes when he uses relay to call hearing people, they refuse to take his calls. He also stated that they respond too slow when he is communicating with them. The customer feels the Relay should tell hearing people that they are obligated to accept the Relay calls.	12/1/2006	The Supervisor apologized to the customer for his frustration. The supervisor explained that the Relay center cannot force anyone to deny or accept calls. The Supervisor encouraged the customer to contact the Division on Deaf and Hard of Hearing for assistance in matters such as this. The customer thanked the Supervisor.
12/13/2006	The customer stated that the CA refused to complete his call. He stated that he asked the CA to continue to call the phone company over and over again until she got a connection. The customer stated the CA refused and hung up on him.	12/13/2006	The manager apologized to the customer for his frustration and the inconvenience. The manager reviewed the complaint with the CA. The CA stated she did not recall this customer and stated if she was instructed to continue to place a call she would have.
1/26/2007	The CA did not ask me if I wanted to place another call after we disconnected from my first call.	1/26/2007	The supervisor apologized to the customer and offered to send an apology card. The customer did not want an apology card. She only wanted the manager to talk to the CA and remind him to ask customers if they want to place another call. The Supervisor thanked the customer for bringing her concern to our attention. The Manager reviewed the complaint with the CA. The CA was reminded to always ask the customer if he or she is interested in placing another call. The CA apologized and stated he understood.
2/2/2007	The Customer stated that the CA did not respond immediately when she asked the CA to turn on the VCO. She also stated that the CA did not ask her if she wanted to place another call.	2/2/2007	The manager apologized to the customer for the inconvenience. The manager explained that our expectation is that all calls are answered immediately and that all CA's ask customers if they would like to place another call. The manager thanked the customer for bringing this concern to our attention. The complaint was reviewed with the CA. The CA was reminded to promptly respond to the VCO request and to also make sure she ask the customer if he or she would like to place another call. The CA apologized and the report was filed.

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**JUNE 1, 2006 - MAY 31, 2007**

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
2/24/2007	The voice customer was very upset when she placed a call to her sister. She stated the CA was very rude and appeared to be rushing her off the phone. She also stated that the CA did not explain relay.	2/24/2007	The manager apologized to the customer for her frustration and for the inconvenience. An apology card was sent to the customer. The manager reviewed the complaint with the CA. The complaint was documented in the CA's file.
5/9/2007	The customer stated that the CA disconnected her call in the middle of her conversation.	5/9/2007	The manager apologized to the customer for the inconvenience. The manager stated she would investigate the matter and follow up with the customer. The manager discussed the complaint with the customer. The CA stated that it appeared the customer disconnected the call. She had to inform the hearing party that the TTY customer disconnected. The CA stated that she did not disconnect the call and has no idea why the customer disconnected. The manager called the customer back and explained this case again. The customer stated she did not recall disconnecting the call. Again, the manager apologized to the customer for the inconvenience and encouraged the customer to continue to call the office if she has any further questions or concerns.

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5/13/2007	The voice customer stated the CA was very rude to her on her call. She stated that the CA refused to repeat things that she missed while having a conversation with the TTY party.	5/13/2007	<p>The manager apologized to the customer for her experience. The manager explained to the customer that she would investigate the case and follow up with the customer. The manager reviewed the complaint with the CA. The CA stated that the customer had a lot of noise in the background and was talking to other people while on the phone with the TTY party. Each time there was a "GA", the Voice customer asked the CA to repeat it. The Customer did not want the CA to type "please repeat" to the TTY party. She wanted the CA to just repeat what the TTY party said. The CA explained to the customer that she was not a part of the call and that she was typing everything that the customer was saying. This made the voice customer upset. The manager called the customer back and explained the Relay's policy that all CA's are to remain in role at all times. The manager encouraged the customer to simply ask the TTY caller to repeat the message. Again, the manager apologized to the customer for the inconvenience and encouraged the voice customer to continue to contact the office if she has any other questions or concerns.</p>